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BELLSOUTH

BellSouth
Suite 900
1133-21st Street, N.W.
Washington, D.C. 20036-3351

ben.almond@bellsouth.com

Ben G. Almond
Vice President-
Federal Regulatory

202 463-4112
Fax 202 463-4198

July 24, 2000

Mr. Dale N. Hatfield
Federal Communications Commission
445 12th Street SW, Room 7-C155
Washington, D.C. 20554

JUL 24 2000

RE: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements of the Commission's Order in CC Docket 91-273, released February 27, 1992, BellSouth Telecommunications, Incorporated submits a Final Service Disruption Report for a service outage that occurred on June 24, 2000.

The attached final report completes our response on the June 24, 2000 outage. It includes an update of the information previously provided in the 72-Hour Service Disruption Report that was sent to the Commission's Watch Office on the June 27, 2000.

If you have any questions concerning this report, please contact the undersigned.

Sincerely,



Ben G. Almond
Vice President-Federal Regulatory

Attachment

cc: Robert Kimball

FINAL SERVICE DISRUPTION REPORT

This Final Service Disruption report is filed by BellSouth Telecommunications Inc., in accordance with both the First and Second Report and Order Amendment of Part 63.100 of the Federal Communications Commission's rules. A 72-hour Initial Service Disruption Report for this June 24, 2000 outage in Delray Beach, Florida was filed with the FCC Watch Officer on June 27, 2000.

GEOGRAPHIC AREA AFFECTED:

The Delray Beach 1AESS Central Office serves as a local switch for the business and residential communities in the greater metropolitan area of Miami, Florida in LATA 460.

DURATION OF OUTAGE:

The outage began at 11:45:18 PM EDT on June 24, 2000 and concluded at 02:59:24 AM EDT for a total duration of 3 hours 14 minutes 6 seconds.

ESTIMATED NUMBER OF CUSTOMERS AFFECTED:

Approximately 48,191 customers served by the Delray Beach switch may have been impacted during this service disruption.

- TYPES OF SERVICE AFFECTED:

Intra-office, Inter-office, Intra-LATA, Inter-LATA, and 911 service were impacted during this outage.

ESTIMATED NUMBER OF BLOCKED CALLS:

Approximately 21,098 calls were blocked during this outage.

APPARENT OR KNOWN CAUSE OF THE INCIDENT:

A hardware failure in one of the system's memory units (Program Store 0) caused the loss of a functional processor configuration.

ROOT CAUSE:

Hardware Failure

The nature of the failure resulted in noise on the program store community buses preventing both processors from communicating with the system's program stores.

METHODS USED TO RESTORE SERVICE:

At 11:45 PM EDT, BellSouth initiated restoral efforts and notifications were made to essential personnel. Since the system would not respond to remote recovery efforts, personnel had to be dispatched for on-site assistance. When site personnel arrived, recovery efforts involved manually selecting specific system configurations with various processor units manually powered down. At approximately 2:59 AM EDT, power was manually removed from Program Store 0 and the office restored to service.

STEPS TO PREVENT RECURRENCE:

Program Store 0 was repaired with replacement circuit packs and all involved packs, as well as failure data, were forwarded to the vendor for analysis.

EVALUATION OF EFFECTIVENESS AND APPLICATION OF NRC RECOMMENDATIONS AND BEST PRACTICES

BellSouth reviewed Section C, "Software and Switching System Reliability" of the Network Reliability Compendium where it describes this type service interruption and followed recommendations noted specifically under Paragraph 5.3 "Hardware" and 5.3.3 "Hardware Recommendations". There it is noted that the service provider should communicate the incident with their system supplier for additional root cause analysis.

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☐ 120 Minute
Initial Report**SERVICE DISRUPTION**☒ 72 Hour Initial
Report**TO:**
FCC Watch Officer
Washington, D. C.**FAX No.:** (202)-418-2812 or
FAX No.: (202)-418-2813
Tel. No.: (202)-632-6975

OR

TO:
FCC Watch Officer
Columbia Operations Center
Columbia, Maryland**FAX No.:** (301)-725-2521
Tel. No.: (301)-725-2278**FROM:**

BellSouth Telecommunications

Reported Initiated By: Susan Kirkman

Contact No.: (404)-321-2516

Date of Incident:

06/24/00

Time of Incident:

11:45

AM

☐ EDT☒

Date of BST's Knowledge of Incident:

06/24/00

Time of Knowledge:

11:45

PM

☒ CDT☐

AM

☐ EDT☒

PM

☒ CDT☐

Estimated Number of Customers Affected:

Actual:

48448

Potential

Duration of Incident:

3 HR 14 MIN

Estimated Number of Blocked Calls:

21098

Geographic Area:

City: Delray Beach

State: Florida

CLLI: DLBHFLMA27E

LATA #:

Types of Services Affected:☒ Intra-Office☐ 911☒ Inter-Office☐ Congestion☒ Intra-LATA☐ Operator Services☒ Inter-LATA☐ LIDB/800☐ Rural ☒ Metro ☐ Suburban**Switch Types:**☒ ATT 1AESS☐ NTI DMS 200☐ ATT 5ESS☐ NTI STP☐ ATT STP☐ Siemens EWSD☐ NTI DMS 100☐ Ericsson STP☐ NTI DMS 100/200☐ Alcatel STP☐ OTHER:**Category of Incident Which Makes this Reportable:**☒ Local Switch☒ SS7☐ >50,000 Lines☐ TOPS☐ Congestion☒ 30,000 to 49,999 Lines☐ Tandem (Local)☐ Facility☐ Fire☐ Tandem (LATA)☐ Special 911☐ FAA/Media Attention**Apparent or Known Cause of Incident:** Defective program store prevented office recovery until trouble was manually isolated.**Methods to Restore Service:** Powered off defective program store.**Steps to Prevent Recurrence:** To be determinedBST Contact: B. G. Almond
Director - Federal Regulatory
Tel. #: (202)-463-4112
FAX #: (202)-463-4198

Date Faxed to FCC:

Time Reported To FCC:

AM

☐ EDT

PM

☐ CDT

FCC Contact: